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Docket No.: 8827.009.00-US
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Earl D. Cox, et al

Application No.: 10/032,966

Group Art Unit: N/A

Filed: October 26, 2001

Examiner: Not Yet Assigned

For: ADAPTIVE FEEDBACK CONTROL IN E-
SERVICE MANAGEMENT

FIRST PRELIMINARY AMENDMENT

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

JUN 30 2003

Technology Center 2100

Dear Sir:

INTRODUCTORY COMMENTS

Prior to examination on the merits, please amend the above-identified U.S. patent application as follows: